AppleCare Protection Plan FAQ

Q. What is the AppleCare Protection Plan?

A. The AppleCare Protection Plan is a comprehensive service and support offering from Apple that gives you:

- Three years of direct telephone access to Apple technical experts (extended from the 90 days included with your system purchase)
- A powerful diagnostic CD, TechTool Deluxe from Micromat
- Three years of Apple-certified repairs, both parts and labor (two years beyond the one-year limited warranty included with your system purchase)
- Access to a special web site for AppleCare Protection Plan customers

Q. What products are eligible for this program?

A. The AppleCare Protection Plan covers the following Apple products:

- iMac computers
- iBook computers
- Macintosh PowerBook computers
- Power Macintosh and Macintosh Server computers
- Apple displays purchased as part of Power Mac and Macintosh Server systems
- Apple displays purchased separately

Q. If I buy an AirPort Base Station and AirPort Card, are they covered by my AppleCare Protection Plan?

A. Yes, an AirPort Base Station and AirPort Card are included in the coverage of the system with which they are used.

Q. What is included in the telephone and Internet support?

A. The AppleCare Protection Plan gives you direct, immediate access to Apple's own Technical Support group—the people who know your Macintosh system best. They'll walk you through most difficulties when you first call, and stay with you to the resolution of your problem. The plan covers telephone support for three years from the date you purchased your Apple system (extended from the 90 days included with your system purchase), and includes assistance with troubleshooting both its hardware and operating system.

The plan also includes access to a special web site that has loads of great information to keep your Macintosh system working great. Also, you can sign up for Apple's special e-mail lists without charge and Apple will notify you of any specific issues that may affect your system.

Q. What is the TechTool Deluxe CD?

A. TechTool Deluxe from Micromat tests the major components of your Apple system, including hard drives, processors, RAM, and more. Its tools also check your software and can help you diagnose and fix many software conflicts yourself to avoid unnecessary service calls.

Q. What type of hardware service will I get?

A. The type of service you will receive will depend on the product or component needing repair, and in some cases also on your location. If it is determined that you need repair service, your Apple technical expert will work with you to find the best service repair option. The options include:

- Carry-in service, in which you take your product to any Apple Authorized Service Provider.
- On-site service. Desktop models may be eligible (with exceptions in some geographic areas) for on-site service. If your product qualifies for on-site service, a certified Apple technician will come to your home or office to make repairs, or a replacement component may be shipped for you to install.
- Express-courier service. This option is primarily for portable products, when available. If your product qualifies for express-courier service, an air carrier representative will be dispatched to your location to pick up your product. Repairs will be performed at an Apple-authorized service center, and your product will be express-shipped back to you.

Q. How do I get repair service?

A. If you think you might need repair service, simply call the toll-free phone number provided in the AppleCare Protection Plan package.

Q. Where is service available?

A. The AppleCare Protection Plan is valid anywhere in the United States and Canada.

Q. What is covered?

A. The AppleCare Protection Plan covers the Apple-branded equipment listed above and each computer's operating system software. The plan offers support by telephone and the Internet. This support covers installation, configuration, troubleshooting, and recovery, including storing, retrieving, and managing files; interpreting system error messages; and determining when hardware repairs are required.

The plan also covers parts and labor for hardware repairs required due to defects in materials and workmanship. The repair (or replacement) will be performed by certified Apple technicians, using genuine Apple parts.

Q. What is not covered?

A. The AppleCare Protection Plan is a hardware and Apple operating system service and support plan. It does not cover routine maintenance service or failures due to abuse. See the AppleCare Protection Plan terms and conditions for more information. You can view this document at www.apple.com/support or www.apple.com/store.

Q. How much does the AppleCare Protection Plan cost?

A. The price depends on which system you want to cover.*

Product	US$	CDN$
iMac	$149	$149
iBook	$229	$239
Macintosh PowerBook	$299	$329
Power Macintosh or Macintosh Server (includes an Apple display when purchased at the same time as the computer)	$249	$249
Apple display (purchased separately from a system)	$99	$139

*Estimated retail prices. Tax not included. Restrictions apply.

Q. What if I sell my product before the AppleCare Protection Plan has expired?

A. AppleCare Protection Plan coverage is completely transferable to a new owner. See the AppleCare Protection Plan terms and conditions for more information.

Q. How can I purchase the AppleCare Protection Plan?

A. You can purchase the AppleCare Protection Plan by calling 888-APL-VALU (888-275-8258) in the U.S. or 800-263-3394 in Canada, visiting an Apple Authorized Reseller (call 800-538-9696 in the U.S. or 800-665-2775 in Canada for information on the one nearest you), or visiting the online Apple Store (www.apple.com/store). Coverage for an Apple display purchased separately from a Power Macintosh or Macintosh Server computer can only be purchased at an Apple Authorized Service Provider.

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